

**IT Professional Technical Services  
Master Contract Program  
T#:902-TS**

**Statement of Work (SOW)  
For Technology Services  
Issued By**

**Minnesota Department of Public Safety**

**Project Title EVA 4400 Implementation**

**Service Categories; Analyst-technical,  
Architecture Planning & Assessment – Information/data,  
Server-Operating System, and  
Server – Support**

**Business Need**

The Minnesota State Patrol (MSP) requires HP Storage expertise to assist MSP with the implementation of a new HP EVA 4400 onto MSP's physical and virtual environment. The current HP EVA 4100 contains roughly 2TB of data that would have to be migrated to the new system without any outage.

**Project Deliverables**

- Deliverables as defined in the project phases and schedule listed below.
- Storage accessible from 3 VM ESXi 4.1 Hosts.
- Storage accessible from all HP Blade servers connected to the current brocade.

**Project Phases and Schedule**

**• Definition Phase**

1. Review all existing documentation provide by MSP relative to the infrastructure being addressed in this project.
2. Meet with MSP technology staff to define specific goals.
3. Document the existing infrastructure relative to this project, the project goals and assumptions.

**• Design Phase**

1. Whiteboard detailed features and project specifications.
2. Document the task plan associated with the implementation of the new infrastructure.
3. Validate final design and identify any gaps.
4. Verify hardware and software shipped to MSP matches "Bill of Materials".
5. Identify resources required for implementation and timeline for deployment.

## • Deployment Phase

1. Deploy per detailed task plan.
2. Stage equipment and perform necessary burn-in per detailed task plan.
3. Configure hardware and software per detailed task plan.
  - a. EVA 4400 Pre-installation services:
    - Provide assistance with upgrading to the most recent drivers for QLogic HBAs on SAN attached server.
    - Provide assistance with upgrading Brocade FC switches to latest recommended firmware revision.
  - b. EVA 4400 implementation and data migration:
    - Relocate two (2) Brocade fiber channel switches from the old EVA 4100 rack into the EVA 4400 rack.
    - ☐ Install EVA 4400 in current server rack
    - Connect EVA 4400 to current fiber channel backbone.
    - Initialize EVA 4400 array
    - Migrate data from current EVA volume location(s) to the new EVA 4400 LUNs; this would be done using Command View RSM DCM EVA 180 Day Loan replication license; Contractor selected for this project must provide this license (Approx 1.5 TB of data)
    - Change LUN redirect to EVA 4400 validate that server OS recognizes new LUNs
4. Test, validate and remediate per detailed task plan.
5. Document the configuration and settings.

## Responsibilities of the Selected Vendor

- Designate a Project Manager as a focal point for Technical Services who will work with the MSP management team to schedule Technical Services for this SOW.
- Provide qualified technical resources with previous experience on similar projects of this nature.
- Provide Technical Services for this project during Normal Business Hours, Monday through Friday, 8:00 a.m. to 4:30 p.m.
- Provide MSP with adequate documentation for continued operation and understanding of hardware and software.
- Provide any required remote Technical Services for this project via the Internet using a VPN tunnel to access the MSP infrastructure and provide the requested services remotely.

## Minimum Required Skills (These are to be scored as pass/fail requirements)

- HP Authorized Partner
- HP Certified Engineer
- VMware Certified Engineer
- Master ASC Certification
- Experience migrating data in a CAD/911 Environment
- Experience with HP Blade Servers
- Eight or more years of experience with HP EVA technologies
- Experience with Altiris/HP Rapid Deployment Solution

## References

Provide three (3) references for resource from clients using similar solutions. These contacts should be from the firm or agency where the engagement was performed, not from contract firm. Contact may be peer, manager, or supervisor on site. Provide the following contact information:

- Contact name, title, and phone
- Firm or Agency and name of project
- Dates and role on the project

## Project Requirements

- Implementation location at 1500 West County Road B2, Roseville MN 55113
- Compliance with the Statewide Enterprise Architecture; <http://mn.gov/oet/policies-and-standards/enterprise-architecture/index.jsp>
- Compliance with Statewide Project Management Methodology; <http://mn.gov/oet/policies-and-standards/enterprise-project-management/index.jsp>
- Compliance with Statewide IT Accessibility Standards; <http://mn.gov/oet/policies-and-standards/accessibility/index.jsp>
- Compliance with Office of Enterprise Technology Information Security policies and standards <http://mn.gov/oet/policies-and-standards/information-security/index.jsp#> and Department of Public Safety Security Architecture, which is attached as Exhibit A
- Adherence to applicable industry/agency standards.

## Project Environment (State Resources)

1. Designate a MSP Project Manager to be the focal point for requests and issues.
2. Coordinate availability of the appropriate MSP staff to work during the term of this SOW.
3. Provide adequate space and connectivity for contractor during the term of this SOW, as needed on-site.
4. Provide server and network equipment administrative access necessary for the delivery of any Technical Services during the term of this SOW.
5. Make sure all MSP owned or leased licensed products affected by this project will have current license agreements in place and available.
6. Make sure that all of the hardware and software affected by this project will have current maintenance support agreements in place with the manufacturer.
7. Responsible for scheduling required downtimes and notifying MSP users.

## Questions

Questions regarding this Statement of Work should be submitted via e-mail by no later than 2:00 p.m. Central Standard Time, on Thursday, February 17, 2011:

Name: Brent Jaeger

Email Address: [Brent.Jaeger@state.mn.us](mailto:Brent.Jaeger@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by the end of the business day on February 18, 2011  
([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).

Other personnel are NOT authorized to discuss this SOW with responders before the proposal submission deadline. Contact regarding this SOW with any personnel not listed above could result in disqualification.

Respondents to this SOW may include additional data or information deemed pertinent to this project with their proposal. These items however, should be separated from the required items on the proposal.

Respondents should note that this SOW does not obligate the state to award a contract, in whole or in part, or complete the project, and the state reserves the right to cancel the solicitation, in whole or in part, if it is considered in its best interest.

## Process Schedule

All responsive proposals received by the deadline will be evaluated by the Minnesota State Patrol's evaluation team. The State Patrol reserves the right to interview respondents over the phone if necessary.

- Deadline for Questions, 2:00 p.m. Central Standard Time on February 17, 2011
- Posted response to Questions on the Office of Enterprise Technology's website – by the end of the business day on Tuesday February 18, 2011
- Proposals due by 2:00 p.m. Central Standard Time on February 22, 2011
- It's anticipated that evaluations and interviews will be held between February 23, 2011 and February 24, 2011.
- Anticipated begin date for contract work order is March 1, 2011 with work to be completed by March 15, 2011. However, work will not begin until contract work order is fully executed by the state.

## SOW Evaluation Process

The contractor with the highest overall score may be awarded the contract work order. Proposals will be evaluated and weighted based on the following:

- Ability to meet or exceed the requirements of project scope described in this document, and provide a work plan demonstrating ability to complete work and within timeframe (20%)
- Qualifications and experience of the individuals assigned to this project (20%)
- Experience with EVA 4400 implementation and data migration (25%)
- Relevance and quality of references of the respondent (5%)
- Project cost detail and total costs of the project (30%)  
(Cost of the Command View RSM DCM EVA 180 Day Loan replication license must be listed as a separate line item from services.)

Proposals will be evaluated on "best value" as specified above. The cost proposals will not be opened by the State Patrol's review team until after the qualification points are awarded.

## Response Requirements

Vendor must have been previously qualified for the 902TS program with OET's Master Contract Program and be qualified in the Service Categories resource types for; Architecture Planning & Assessment – Information/data, Analyst-technical, Server-Operating System, Server - Support.

One copy of the following for each respondent presenting resources: Attach these documents to the Original overview cover letter and have it signed by an officer of the company.

- Company overview cover letter (limit to two (2) pages). Ensure items below are identified.
  - a) Company history, growth
  - b) Current financial data if publicly available
  - c) Description of the respondent's understanding of the project and explanation of their proposed work plan solution.
  - d) Conflict of interest statement as it relates to this project
- Required forms to be returned that must be included in proposal
  - a) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - b) Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
  - c) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- e) Minority or woman owned company (if applicable)

Each candidate resource being presented by a respondent must be submitted with one "Original" included with the respondent's background information as stated above; four hard copies and one electronic (C.D. or thumb drive) copy.

- 1) Resume of each candidate submitted
- 2) References of candidate: Provide three from similar engagements (see "References" instructions above).
- 3) Hourly rate of each resource skill provided

## **Proposal Submission Instructions**

Four copies of the respondent's proposal, at least one of each which is suitable for photocopying (unbound) are required, and at least one copy of each proposal must be signed in ink by an authorized officer of the respondent's company.

Cost proposals are to be sealed in a separate envelope labeled "Cost Proposal" and included with the respondent's project proposals. Late submissions will not be considered. All costs incurred in responding to this SOW will be borne by the responder. E-mail and/or Facsimile transmissions will not be evaluated. Prices and terms of the proposal as stated must be valid for the length of the contract work order. Proposals to the State Patrol for this project must be received by the date and time indicated below.

All responses must be in writing and delivered to:

Brent Jaeger  
Minnesota Department of Public Safety, State Patrol Division  
444 Cedar Street, Suite 130  
St. Paul, MN 55101-5130

All proposals for this project must be received no later than 2:00 p.m. Central Standard Time on February 22, 2011 at the Minnesota Department of Public Safety's 2<sup>nd</sup> Floor, Skyway-Level Reception Desk, located in Town Square at 444 Cedar Street, St. Paul, Minnesota. Proposals will be time and date stamped by DPS when received.

## **General Requirements**

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Indemnification**

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

## **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

## **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

## **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

## Exhibit A

### Department of Public Safety's Security Architecture

Minnesota Department of Public Safety divisions and their vendors should be aware of the department's security architecture when designing and/or implementing applications or installing network devices on departmental resources.

#### Web Based Applications and/or Servers

Web Based Applications should be based upon Microsoft Internet Information Server unless there is compelling business needs to use some other Web Server environment.

Web Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

Web Servers must not host Applications. Applications must reside on a separate Application Server on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

#### Database Applications and/or Servers

Database Applications should be based upon Microsoft SQL Server unless there are business needs to use some other Database Server environment.

Database Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

#### Email Based Applications and/or Servers

DPS divisions and/or their vendors are encouraged to use the department's email system where appropriate.

Email Based Applications should be based upon Microsoft Exchange Server unless there is compelling business needs to use some other Web Server environment.

Email Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

#### Applications and/or Application Servers



DPS divisions and/or their vendors will need to discuss with the departmental Security Manager as to the appropriate placement of applications and application servers.

#### Data Privacy

Since some departmental data is classified as “Not Public” data, this type of data must be protected during transport across public networks and possibly in storage.

The department has implemented Virtual Private Network (VPN) technology to aid in the transport of private data.

Contact the departmental Security Manager for discussions on the use of this technology.

#### Vendor Remote Access

Remote vendor access for technical support will occur when there is a valid business need, through a secured and monitored VPN. If persistent access is required, the VPN will use two-factor authentication. If one time access is required, VPN access may be granted using a strong password. This remote VPN access shall be limited by the firewall and/or VPN server to the specific protocols, ports, and servers needed.

Vendor staff may be required to undergo a background criminal history check in accordance with DPS Policy #5100 Information Resources Security and Acceptable Use.

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